Iowa Telecommunications & Technology Commission
Telephonic Meeting
Grimes State Office Building, 1st Floor
Des Moines

F I N A L

April 16, 2008

Commissioners Present
Robert R. Hardman, Member (by phone)
Timothy L. Lapointe, Member (by phone)
Pamela A. Duffy, Member (by phone)
Michael W. Mahaffey, Member (by phone)

Commissioners Absent
Betsy Brandsgard, Chair
David Vaudt, Ex-Officio Member

Iowa Communications Network Staff Present
John Gillispie, Executive Director
Joseph Cassis, Deputy Director
Dave Marley, Operations Administrator
Dave Lingren, Service Delivery Administrator
Kevin Heinzeroth, Finance Administrator
Vicki Wallis, Engineering Administrator
Tami Fujinaka, Government Relations Manager
Gail McMahon, Public Relations Manager
Diane Van Zante, Secretary (Recorder)
Michael Tutty, DAS-ITE

Guests
Kyle Holmgren, Qwest
Deborah Helsen, LSA

Call to Order

In the absence of the Chair, Commissioner Duffy called the meeting to order at 10:31 a.m.

Table 03/20/08 Meeting Minutes

Approval of the March minutes was deferred to the May ITTC meeting.

New Business

Planning Project Updates
- Enterprise Architecture - Michael Tutty.
  The Executive Director and Deputy Director have asked Mr. Tutty to work on two things:
  1) enterprise architecture, and 2) the OSS (operational support system) project. Enterprise
  architecture allows us to identify the authoritative source of data and define common data
  formats, and gives us the ability to integrate data. This effort also ensures that ICN business

Approved at the May 15, 2008 ITTC Meeting

functions are not siloed within a single computer system. The goal of the OSS project is to simplify and streamline customer service, to provide a more unified process that takes into consideration the data we work with and the process by which we respond to customers. Right now, we are identifying what is in scope and out of scope.

Enterprise architecture is a good way to identify duplication of effort so that a system is only developed once. It helps sort out the origination of core data to run the business and demonstrates more clearly how technology is changing. There will be costs associated with whatever choice we make, but in the long run the costs will be offset by increased efficiency.

- Ethernet - Vicki Wallis.
  The dispersion modules have been arriving slowly. We have selected the span that we're going to test with. Some spans have more traffic than others, so we need to test all of them as they are installed. The current timeline is to have the initial span tests in process by May 9. We hope to have all the switches relocated and in service by the first week in July.

- Communications – PR and Communications Efforts - Joseph Cassis.
  a) Internal communication efforts are focused on improving the feedback that we receive from employees. We are in the process of identifying an employee survey instrument and plan to do an employee survey on a quarterly basis.

     The enterprise architecture team (under the leadership of Mr. Tutty) has begun using a wiki (a wiki is a collection of web pages designed to enable anyone who accesses it to contribute or modify content). Mr. Tutty has also introduced us to CMS (content management system).

     The ICN is considering the possibility of certifying schedulers. Training would not simply explain how to use the information, but also discuss how to apply it.

     Selection for the internship in the communications unit has been narrowed to two candidates. Competition was keen and several good students applied.

  b) External communication activity is gaining momentum. The customer survey has been released. This is the third and last being conducted under the Genesis contract. Dale Engleken of Genesis will provide an overview at the May ITTC meeting.

     Plans are underway for the second In Toto Conference. The theme will be "Food for Thought -- Catering to Iowans." The event is being held September 24 and 25 at the State Historical Building.

     Director Gillispie was featured in an opinion piece in State Tech magazine.

     The ICN has been selected to receive the Iowa Distance Learning Association's Innovator Award. Deputy Director Cassis will accept the award on behalf of the ITTC.

     Last week, the ICN held its largest session ever. There were over 250 sites and 2000 participants. The session was hosted by the Department of Education and dealt with school nutrition. There were no problems with the session.

IPTV and K-12 Connections have exceeded 6000 hours. In comparison, at this time last year, they were at 3400 hours. More information will be available at the May 15 meeting.

Approximately ten individuals from the country of Moldova will be visiting in May. They expressed an interest in E-government and will be sitting in on the May 15 ITTC meeting.

Telehealth Project Update – Dave Lingren.
NOTE: Commissioner Duffy disconnected from the conference call during discussion of this item to avoid any potential conflict of interest.

The ICN is focused on two tasks: 1) the request for proposal for fiber buildout to connect hospitals, and 2) the development of a memorandum of understanding (MOU) as a partner with the Iowa Hospital Association. Both are complex issues and require that decisive roles be outlined ahead of time. We are also trying to gather consistent information on the 85 sites involved to identify anything out of the ordinary that would delay the project. Joseph Cassis is taking the project coordinator role within the ICN. Commissioners will receive a copy of the MOU prior to release.

Commissioner Duffy was notified to rejoin the call and did so.

Legislative/IGOV Proposals – John Gillispie.
The legislature is hoping to adjourn on Friday. The Part III bill is not moving forward; legislative hearings will be held on this issue over the summer months. Telecommunications companies seem to be pretty universal in their opposition to the bill. The ICN gets little or no competition on bids for Part III services; this bill would have given the ITTC decision-making authority for Part III sites, based on competition and cost. Critics claim there is competition; that contention will be examined in the summer hearings.

The ICN's two appropriations, one for phase 4 of the Capitol Complex phone replacement, the other for Capitol Complex redundancy, are in the capital bill. We don't know if that bill will come out today or not. The health care bill has gone back to the House. Director Gillispie is still listed as a member of the Health Information Taskforce Committee and it is important that the ICN be represented on that body. Electronic health records will be a huge issue.

Bi-Weekly Update Items – Staff.
We are changing the ICN staff notes process. We will be adopting the IGOV update format.

Update on item regarding Child Support Recovery - Dave Lingren.
The Department of Human Services (DHS) has had a call center for child support recovery for use by both recipients and payees. The call center had previously been located in the Des Moines area, but moved to Marshalltown a few years ago. At that time, the ICN proposed a voice over IP solution. There were some performance issues in the October-January timeframe which likely occurred because DHS implemented skills based routing and did not heed our advice about proper configuration. They experienced call hold times from 10 minutes to 2 hours, resulting in a high call abandonment rate. DHS drew the conclusion that the problem was

technology related and made a decision to go with a solution from Cisco. They want to activate the new service on July 1.

Other Business

None.

Adjournment

There being no further business, the meeting adjourned at 11:28 a.m.